



Marathon County

Residential Broadband Internet Access Survey Report

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Residential Broadband Internet Access Survey Report

Front Range Consulting, Inc., together with Riedel Communications, Inc., conducted a mail Residential Broadband Access Survey as part of the consulting engagement with Elert & Associates¹ and Marathon County, Wisconsin (the “County”). On July 8, 2009, Marathon County sent a broadband internet access survey to twelve hundred homes in Marathon County. The list of homes was acquired from a property tax database supplied to Riedel Communications, Inc. (numbering over 50,000 records) and Riedel Communications randomly chose the twelve hundred homes from those records. The following Report is the result of that survey, and sets forth our findings, conclusions and recommendations.

Overview

The purpose of the Residential Broadband Access Survey was to assist the County in making an initial determination as to whether the broadband needs of the residences located within the County were being adequately met.² This survey will be used as a primary research survey tool for the County’s broadband assessment and inventory project and will be augmented with individual open forums for residents conducted by Elert & Associates

Five hundred and ten (510) completed surveys were returned to Marathon County. Three surveys were declared invalid (two for conflicting answers and one because it was damaged in the return mail) for a total of five hundred and seven (507) validated surveys. The return rate for the surveys was over forty-two percent (42.5%). The confidence interval for 507 responses is at the 97 percent confidence level or +/- 3 percent.

Overall, it appears that the respondents to the survey that had Internet access would overwhelmingly consider switching providers based on price and speed considerations. We are assuming this to be significantly true for those respondents (twenty-six (26) percent) that are using dial-up providers and are not currently receiving “broadband” service as defined by the NTIA. Further, it appears that those respondents that do not have Internet access (twenty-six (26) percent) are older and earn less than those with Internet access.

Methodology

It was determined that the most cost-effective vehicle for assessing the broadband Internet access for residents of Marathon County was to conduct a mail survey to be sure that we would capture residents that did not have access to the Internet. The survey consisted of questions to elicit both quantitative and qualitative answers. There were twenty-eight questions, as well as a request for demographic information about the respondent. A copy of the survey is attached as Exhibit 1 to this Report.

¹ Bradley & Guzzetta, LLC are also part of the consulting team with the County.

² Broadband Internet access for purposes of this Report is at least 768 kbps downstream and 200 kbps upstream as defined by the NTIA in its Notice of Funds Availability (“NOFA”), which was released on July 9, 2009.

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Survey Results

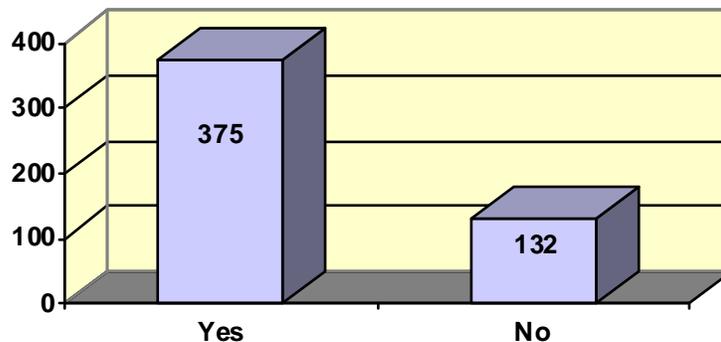
Our initial question asked if they Internet access at their residence. The response to this Question allow us to segregate the “Yes” responses from the “No” responses. If they answered “No” they were directed to skip to the very end of the survey to respond to the demographic information.

The following is the result of the surveys:

Question #1: Do you have internet access at your home?

Chart 1

Internet Access at Home



Three hundred seventy-five (375) answered “Yes” or (74%), that they did have internet access at home, while one hundred and thirty-two or twenty-six percent (26%) answered “No.” Assuming the County has approximately fifty-four thousand (54,000) homes, this would mean that approximately fourteen thousand (14,000) do not have Internet access.

Those who responded “Yes” to Question #1 were instructed to go to Question #3. The one hundred thirty-two respondents who answered “No” to Question #1, were asked to answer Question #2: We do not have internet access at home because of: (check **ALL** that apply). Of the one hundred thirty-two respondents that answered “No” to Question #1, four did not complete Question #2.

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Table 1

We do not have internet access at home because:	
It's a personal lifestyle decision	41
It's not available where we live	16
The price	45
We do not own a computer	76
We have no interest in it	45
We don't know how to use the internet	29
Other	17

Of those who responded “Other” to Question #2, nineteen (19) provided a narrative explanation as follows:

- Work full time—will consider internet access after retirement. Hopefully will have more time available then, have computer.
- High speed is not available where we live.
- Selling house—moving.
- We don't have a land-line and don't think we can get wireless where we live.
- We want DSL not dial-up.
- We are religious conservatives against it.
- What is available is too slow to mess with.
- Affordable high speed internet not available where I live.
- I do have a Macstation to send personal letters (email) to friends and relatives. Too confusing at my age.
- Luddite, old-fashioned “anti-computer.”
- Dial-up is very slow.
- We had dial-up but it was too slow. Wireless is too expensive.
- We have it at our place of business. No time to use it at home but may purchase it in the future with phone/cable package.
- Bad reception.
- We only get dial-up, which is too slow.
- Can't afford a good computer, let alone internet.
- I work all week long on a P.C., I don't want to work/play when I'm home!
- Cell phone service is terrible in Town of Spencer. Dial-up only option—very slow.
- Is available by wireless only? Maybe Verizon is available, not sure. Cost is somewhat of a factor, would like to get someday.

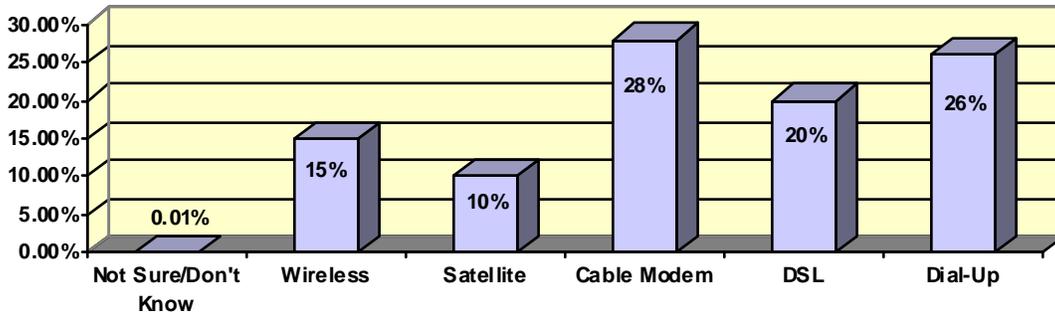
Respondents to Question #2, were then instructed to “go directly” to Question #22 (demographic information).

Question #3 asked respondents to identify their internet access. Three hundred and seventy (370) respondents provided the following answers. Importantly, twenty-six (26)

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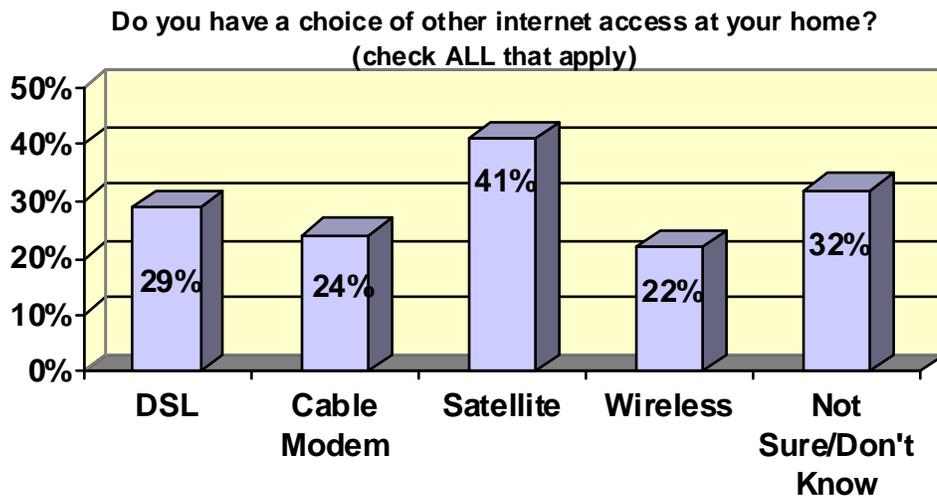
percent of the respondents have dial-up or ninety-six (96) respondents and when added to those respondents that do not have Internet access (one hundred and thirty-two (132)) results in two hundred and twenty-eight (228) respondents that are not connected to the Internet via a broadband connection. **This is a forty-five (45) percent underserved ratio for the County.**

Chart 2



Respondents were then asked if they had a choice of *other* internet access at home and were asked to check all that apply (Question #4). Eighty-six percent of the respondents (86%) answered this question, fifty-one (51) or fourteen percent (14%) did not.

Chart 3



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Question #5 asked respondents who their internet service provider is. Three hundred seventy-three (373) respondents answered this question.

Table 2

Internet provider	
Charter	33%
Verizon	19%
AirRunner Networks	3%
HughesNet	3%
Solarus	8%
AirNet/Network Professionals	1%
Network Professionals (DSL)	.05%
Not Sure/Don't Know	3%
Other	29%

One hundred and eleven (111) or thirty percent (30%) of respondents answered "Other" and provided the name of their internet service provider as follows:

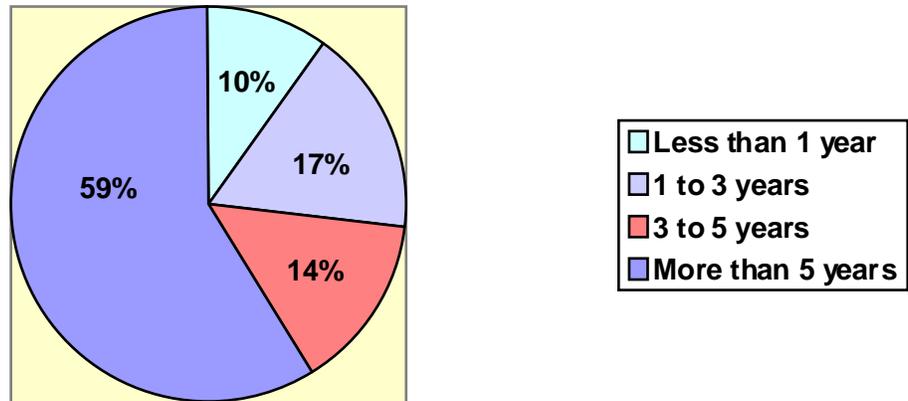
Table 3

Other internet provider	
AOL	20
Alltel	6
AT&T	2
Cellcom	9
Commplus	1
Copper.net	1
Core Comm	3
Country Wireless	8
Earthlink	4
Fibernet	1
Juno	3
Local Net	1
Mosinee Telephone (now TDS)	7
MSN Dial Up	2
Netzero	3
PeoplePC.com	5
Pivical Communications	1
Selk	1
Sprint	4
Wildblue (through Dish)	20
Wittenberg Telephone	9
TOTAL	111

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Respondents were then asked how long they had internet service, to include all providers (Question #6). This question was asked to determine respondents' qualifications for judging the quality of their internet service. Three hundred sixty-eight (368) responded to this question, with fifty-nine percent (59%) responding they had internet service for more than 5 years.

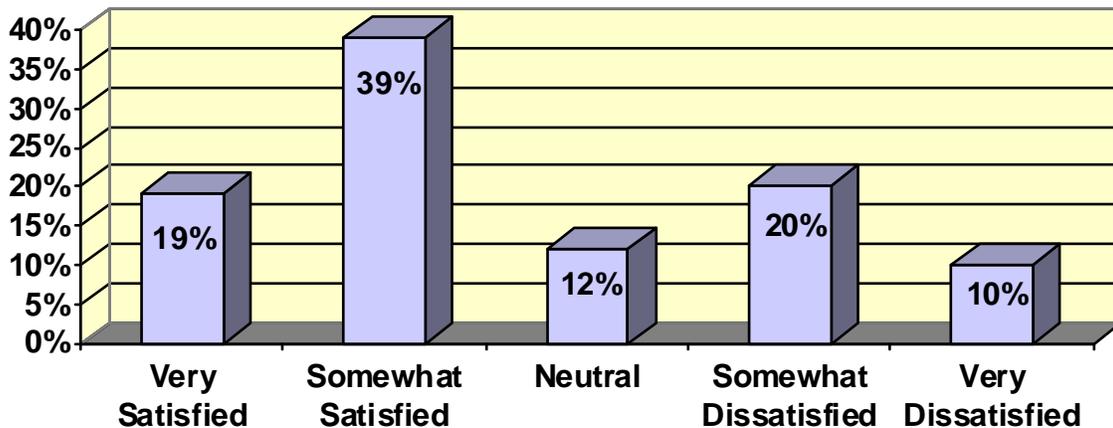
Chart 4



Next, respondents were asked about their satisfaction with their internet service (Question #7). Three hundred and seventy-three (373) respondents answered this question with fifty-eight percent (58%) responding "Somewhat Satisfied" and "Very Satisfied." Twelve percent (12%) gave a "Neutral" response. Thirty percent (30%) responded that they were "Somewhat Dissatisfied" or "Very Dissatisfied."

Chart 5

How satisfied are you with your current internet service?



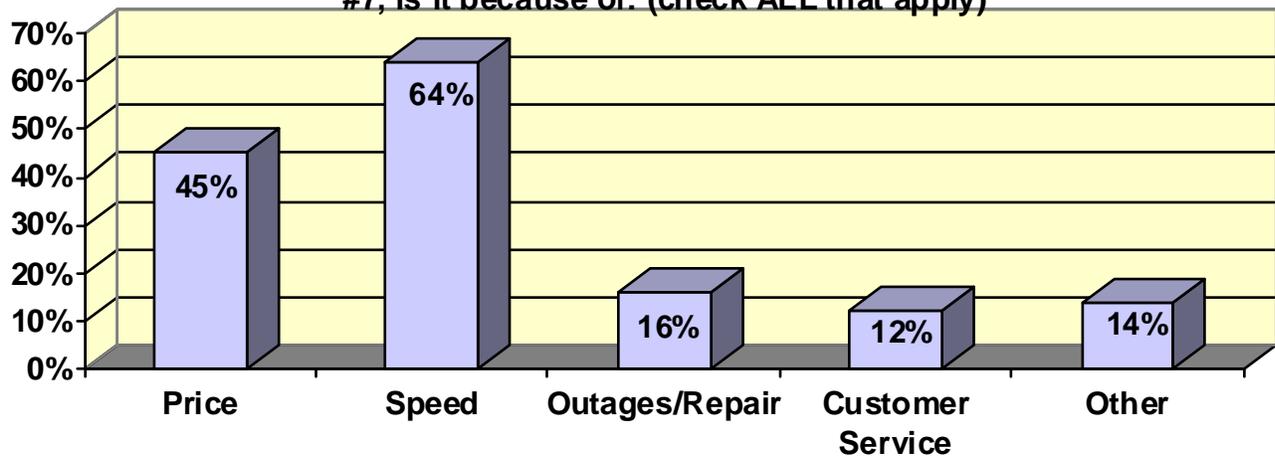
Question #8 asked respondents that answered "Somewhat Dissatisfied" or "Very Dissatisfied" to provide reasons for their dissatisfaction through quantitative responses or

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by writing in a reason. One hundred and eighty-five (185) respondents checked reasons for being “Somewhat Dissatisfied” or “Very Dissatisfied.” That means that seventy four (74) respondents that checked “Very Satisfied” “Somewhat Satisfied” or “Neutral” also gave responses for dissatisfaction. “Speed” ranked highest in reasons for dissatisfaction, with sixty-four percent (64%) choosing that answer, followed by “Price” at forty-five percent (45%).

Chart 6

If you answered **SOMEWHAT DISSATISFIED** or **VERY DISSATISFIED** to Question #7, is it because of: (check ALL that apply)



The following are the narrative responses to Question #8:

- Want cheaper monthly price and very faster internet access.
- It gets goofed up at home office and I have to reprogram at least once a year.
- We cannot hardly function with such slow internet.
- Internet limited and slow access at our home.
- No other option in the country exists for us.
- Not a good value for the price, very expensive.
- Unreliable.
- Had broadband with Wild Blue before and limited mb.
- Can't afford satellite and cannot get DSL where we live.
- Internet with Hughes is always slower on Sat & Sun & Evenings—very frustrating!!!
- Lies—claim that someone in the “network” has a bad virus so they can restrict all use anytime.
- Don't work
- Verizon does not provide high speed in our area or won't.
- Paying more than some people with DSL and I have a slower response time.
- Taxes.
- Download 296 kbps, upload 249 kbps for \$38.

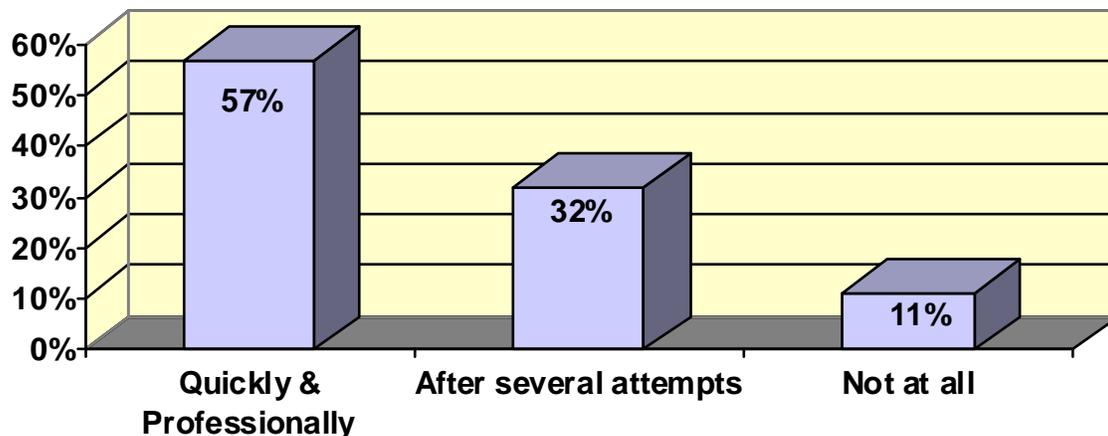
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- They are blood thirsty [expletive deleted].
- Even though I answered Somewhat Satisfied—price is still a major issue.
- Lack of choices.
- Connection speed is a little slow—sometimes uploading is slow.
- Slows my computer to a crawl. Hard drive is always banging away updating something.
- The line speed is not the fault of Solarus but the fault of the phone company.
- Asked for DSL—but the provider claims we are “too far away in the county.”
- DSL not available with Peoplepc for rural Stratford.
- Cell is expensive for not fast speed—satellite not useful for VPN.
- Wish we could have DSL at home but cost prohibitive as already have it in town at office.

Next, respondents were asked to rate how problems with their internet service were solved (Question #9). Two hundred and ninety-five (295) respondents answered this question.

Chart 7

If you had a problem with your internet service, was the problem solved:

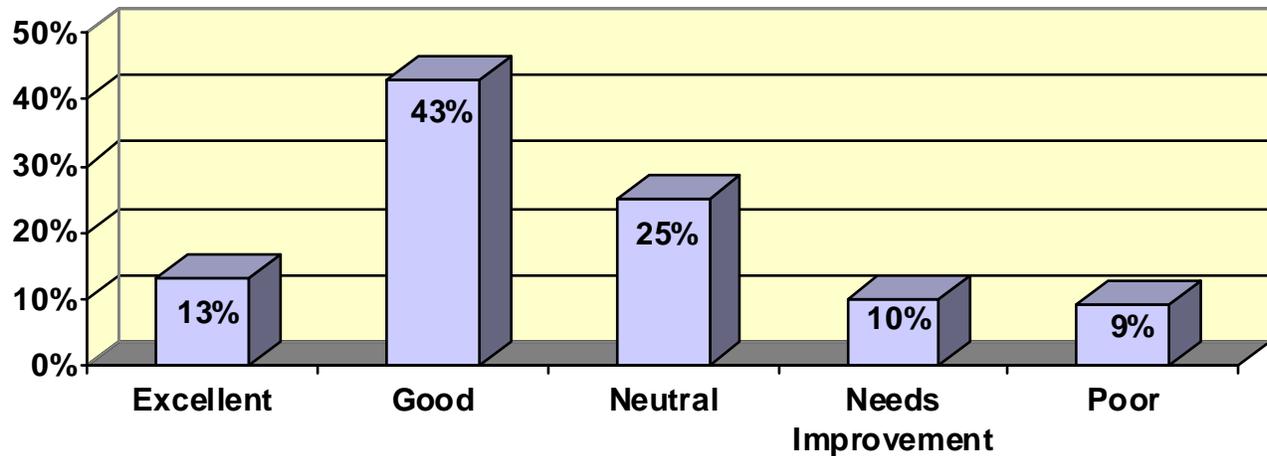


Question #10 asks respondents to rate their internet service provider. Three hundred and seventy-three (373) respondents provided answers. Fifty-six percent (56%) ranked their internet service provider as “Excellent” or “Good.” Twenty-five percent (25%) responded with “Neutral.” And, nineteen percent (19%) ranked their internet service provider as “Needs Improvement” or “Poor.”

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Chart 8

Do you consider your internet service to be:



Next, respondents were asked to provide the number of computers in their home that are connected to the internet (Question #11). Three hundred and fifty-five respondents answered this question for a total of five hundred and seventy (570) computers, or an average of 1.6 computers connected to the internet per household.

Question #12 asks respondents how they use the internet and asks them to check all that apply. Three hundred and sixty-eight (368) respondents answered this question. The top four uses of the internet were email, news, shopping and research.

Table 4

How do you use the internet? (check ALL that apply)	
Email	98%
News	74%
Shopping	72%
Social Networking	51%
Distance Learning	22%
Downloading Music or Videos	36%
Farming or Agriculture	10%
Homework	37%
Other research	71%
Other (please explain)	21%

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Respondents were allowed an opportunity to provide narrative responses to Question #12 as follows:

- Medical and travel needs.³
- Use for work information.
- Work-teach online classes for NTC.
- Keep up with hobbies.⁴
- Pay bills, billing statements.⁵
- To connect to my work when on call (every other week).
- I work from home.⁶
- Medical⁷
- Work.⁸
- International travel info. Product info for our business.
- On call for computer work from home.
- Professional use.
- Teaching online.
- Business.⁹
- Research¹⁰, games¹¹, travel, general.
- Business, banking, auctions.
- Mapping.
- Stock market research and trading.¹²
- Banking.¹³
- Job searches.¹⁴
- Filing bankruptcies for an attorney with the bankruptcy court.
- Weather.¹⁵
- Selling on Ebay.
- Google Earth, Utube (sic).
- Communication, children in military.
- You name it.
- Photo.
- Auto body shop—vendor sites.
- Very little due to speed (lack of).
- Typing memos and letters.
- Newspaper, farm related.

³ Four respondents gave the same or similar answer.

⁴ Two respondents gave the same or similar answer.

⁵ Six respondents gave the same or similar answer.

⁶ Four respondents gave the same or similar answer.

⁷ Four respondents gave the same or similar answer.

⁸ Ten respondents gave the same or similar answer.

⁹ Nine respondents gave the same or similar answer.

¹⁰ Three respondents gave the same or similar answer.

¹¹ Four respondents gave the same or similar answer.

¹² Two respondents gave the same or similar answer.

¹³ Four respondents gave the same or similar answer.

¹⁴ Five respondents gave the same or similar answer.

¹⁵ Two respondents gave the same or similar answer.

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Question #13 asks respondents to tell whether someone in their household has a home-based business or telecommutes, and it asks respondents whether there are future plans for having a home-based business or telecommuting for work.

Three hundred and twenty-seven (327) respondents answered whether they had a home-based business, with twenty percent (20%) saying they did and eighty percent (80%) answering “No.” Two hundred and thirty (230) respondents answered whether they had future plans for a home-based business with sixty-six percent answering that they had “No Plans” and thirty-four (34%) percent answering “Possibly or “Definitely.”

Chart 9

Does someone in your household have a home-based business?



Chart 10

Are there future plans for a home-based business?



Three hundred and nine (309) respondents answered the question regarding telecommuting, with twenty-one percent (21%) saying that someone in their household currently telecommutes; seven percent (7%) answering that it was an option and seventy-two percent (72%) answering that no one in their household telecommutes. Regarding future plans for telecommuting, two hundred and forty (240) respondents answered this section with sixty-five percent (65%) answering someone in their household had no plans

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for telecommuting in the future and thirty-five percent (35%) answering that it was possible or definite that someone in their household would telecommute in the future.

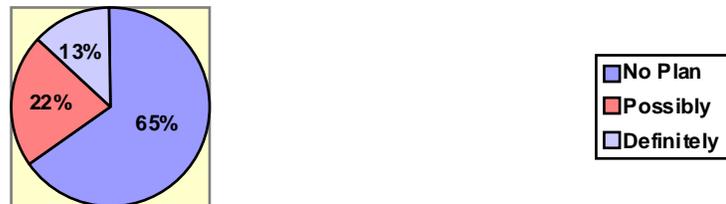
Chart 11

Does someone in your household telecommute for work?



Chart 12

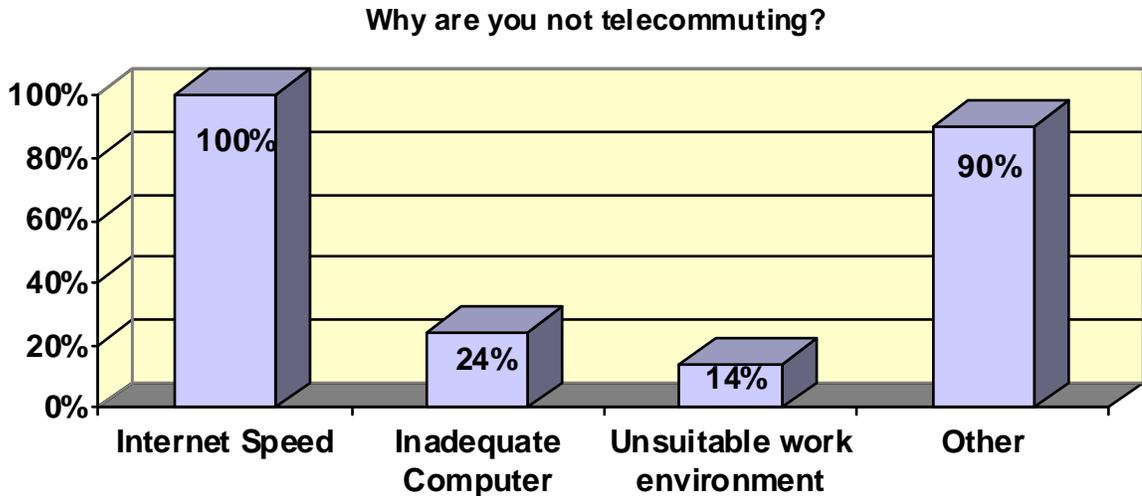
Are there future plans for someone in your household to telecommute for work?



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Question #14 asks those who chose “Optional” for telecommuting for themselves or someone in their household what prevents them from telecommuting. Of those who chose “Optional” as a response, one hundred percent (100%) indicated that internet speed kept them from telecommuting, twenty four percent (24%) cited an inadequate computer and fourteen percent (14%) cited an unsuitable work environment. Ninety percent (90%) of these respondents chose “Other” as an additional response.

Chart 13



Question #15 asks the respondent to tell how many people, including themselves, go online from home by age category. There were nine hundred and seventy-three responses to this question with a breakdown by age group as follows:

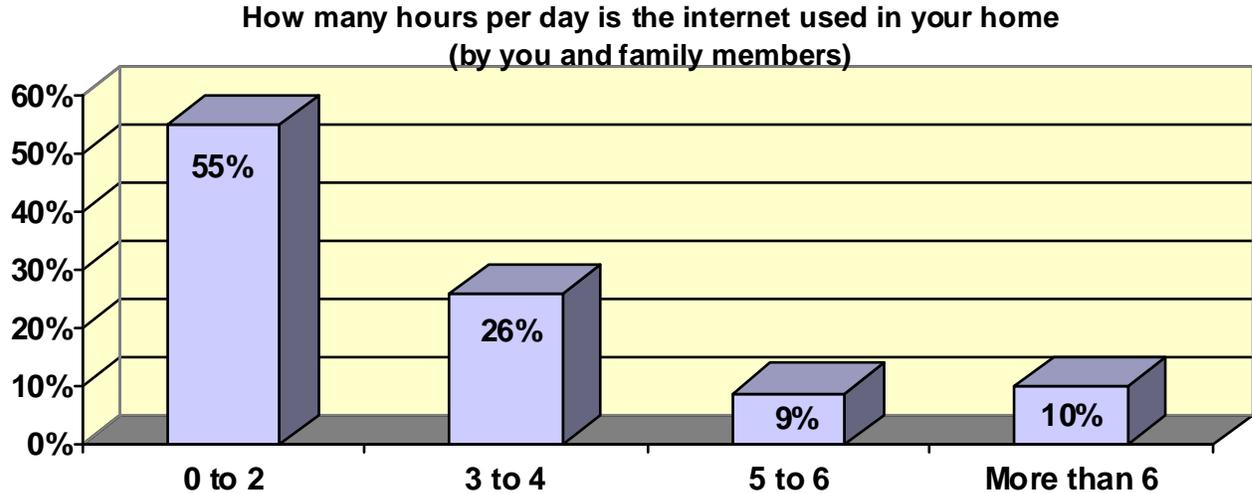
Table 5

Children (to age 12)	10%
Teens (13-19)	15%
Adults (20-35)	20%
Adults (36-60)	45%
Adults (61 and over)	10%
Children (to age 12)	10%
Teens (13-19)	15%
Adults (20-35)	20%
Adults (36-60)	45%
Adults (61 and over)	10%

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The next question (Question #16) asks how many hours per day is the internet used in the respondents home by themselves and family members. Three hundred and seventy-three (373) respondents answered this question as follows:

Chart 14



Next (Question 17), the respondents were asked if there were some things they would like to do on the internet that they are currently unable to do or are frustrated with, because of the services provided by their current internet service provider. Respondents were asked to check all that applied. Two hundred and seventy-two (272) respondents completed this question.

Table 6

Transmit pictures or videos	34%
Take online courses	13%
Watch online movies/TV programs	32%
Online gaming	8%
Telemedicine	3%
Web based business	7%
Access agricultural information	5%
Telecommuting	9%
Other	6%
Current service is adequate	50%

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Respondents were given an opportunity to provide a narrative response to Question #17 as follows:

- Food sites.
- Slow.
- Job seeker.
- Secure sites i.e. https.
- Live car auction bidding.
- Downloading pages in less than 5 minutes.
- Work applications
- Faster response.
- Weather interferes with satellite, rain, snow, clouds.
- High speed.
- Need more speed/reliability.
- Download music.
- Surf the internet more quickly and efficiently.
- Can't get youtube.
- Timely email download.
- Research @ home impossible with dial-up

Question #18 asks the respondents to fill in approximately how much per month they pay for their internet service. Three hundred and forty-five (345) respondents filled in how much they paid for internet service. The average cost for these respondents' internet service was \$38.05 per month.

Respondents were then asked to rate the price of their internet service as "Reasonable" "Somewhat high" or "Too high" (Question #19). Three hundred and sixty-eight (368) respondents answered this question with forty-one percent (41%) saying their internet service is "Reasonable," thirty-six percent (36%) responding that it was "Somewhat high," and twenty-two percent (23%) responding that it was "Too high."

Chart 15

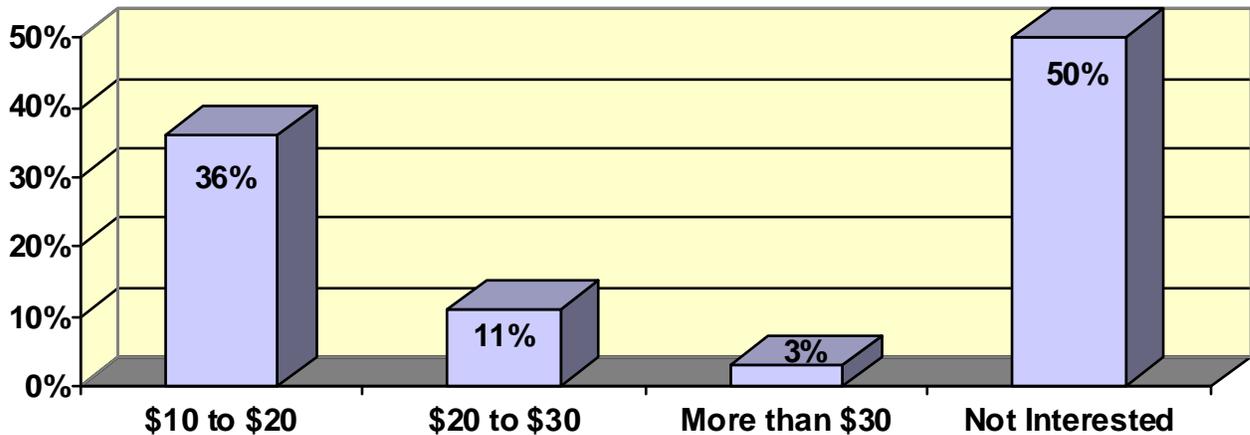
Do you think that the price is:



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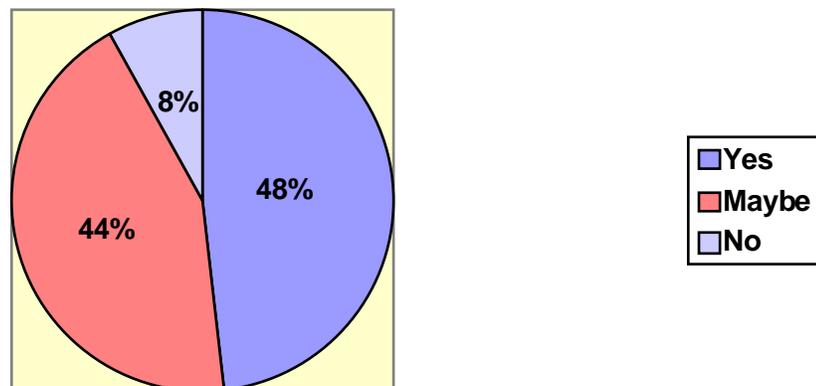
Question #20 asks the respondents if they could get a significantly higher connection speed how much more per month would they be willing to pay. Three hundred and sixty-five (365) respondents answered this question as follows:

Chart 16



Finally, Question #21 asks the respondents if there were a new broadband internet service provider available, would they consider switching their internet service to that provider. Three hundred and sixty-five respondents (365) answered this question with one hundred and seventy-six (48%) answering “Yes,” one hundred and sixty-two (44%) answering “Maybe” and twenty-seven (8%) answering “No.”

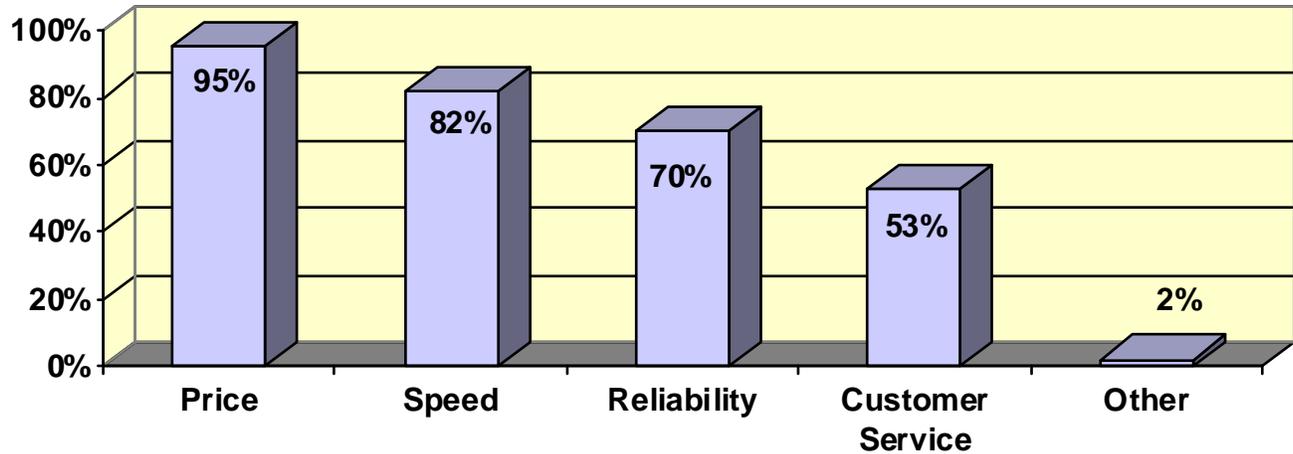
Chart 17



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Question #21 has a second part that asks the respondents that answered “Yes” or “Maybe” what would cause them to switch their internet service (with check ALL that apply). Three hundred and twenty-six (326) respondents answered this question as follows:

Chart 18



All five hundred and seven (507) respondents were asked to provide demographic information to include: city/town/village; age; household income; how many people live in the house; whether they own or rent their home; and their gender.

Five hundred and three (503) respondents provided the city, town or village they live in as follows:

Abbotsford	2	Frankfort	10	Norrie	17
Athens	16	Franzen	2	Plover	8
Bergen	3	Green Valley	3	Reid	10
Berlin	1	Guenther	5	Rib Mountain	15
Bern	2	Halsey	1	Rietbrock	5
Bevent	13	Hamburg	2	Ringle	2
Birnamwood	5	Harrison	8	Rothschild	22
Brighton	3	Hatley	24	Schofield	4
Cassel	19	Hewitt	3	Spencer	1
Cleveland	8	Holton	6	Stettin	4
Colby	4	Hull	5	Stratford	15
Colgate	1	Johnson	5	Texas	2
Day	6	Maine	33	Unity	1
Easton	6	Marathon	11	Wausau	101
Edgar	32	Marshfield	1	Wein	3
Eland	3	McMillan	2	Weston	36
Elderon	1	Milan	2		
Emmet	4	Mosinee	5		

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Exhibit 2 attached to this Report map the respondents by location for those with Internet access, those without Internet Access and those that said it was not available.

Next, respondents were asked to provide their age (Question #23). For the purposes of this report, we have divided the age data between those who responded that they did have internet access and those who responded that they did not have internet access.

Chart 19

Age of Respondents With Internet Access

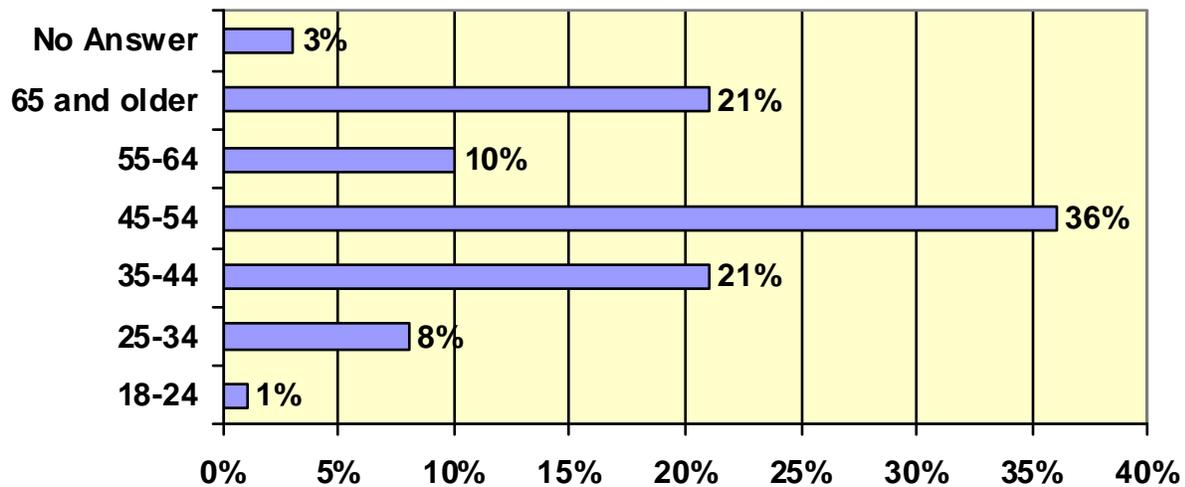
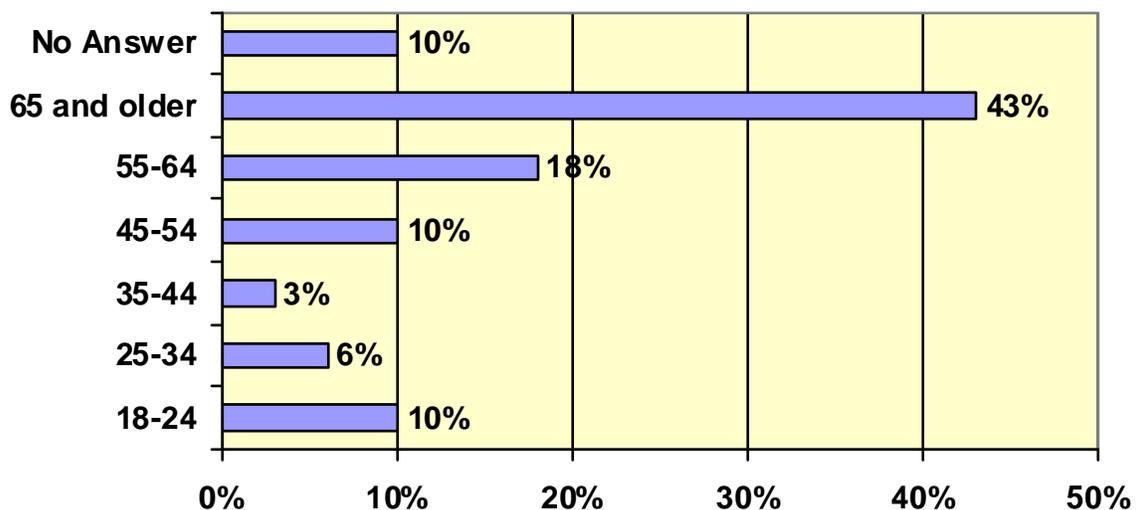


Chart 20

Age of Respondents Without Internet Access



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Question #24 asks respondents for household income. The following charts show household income by those who have internet access and those who do not have internet access.

Chart 21

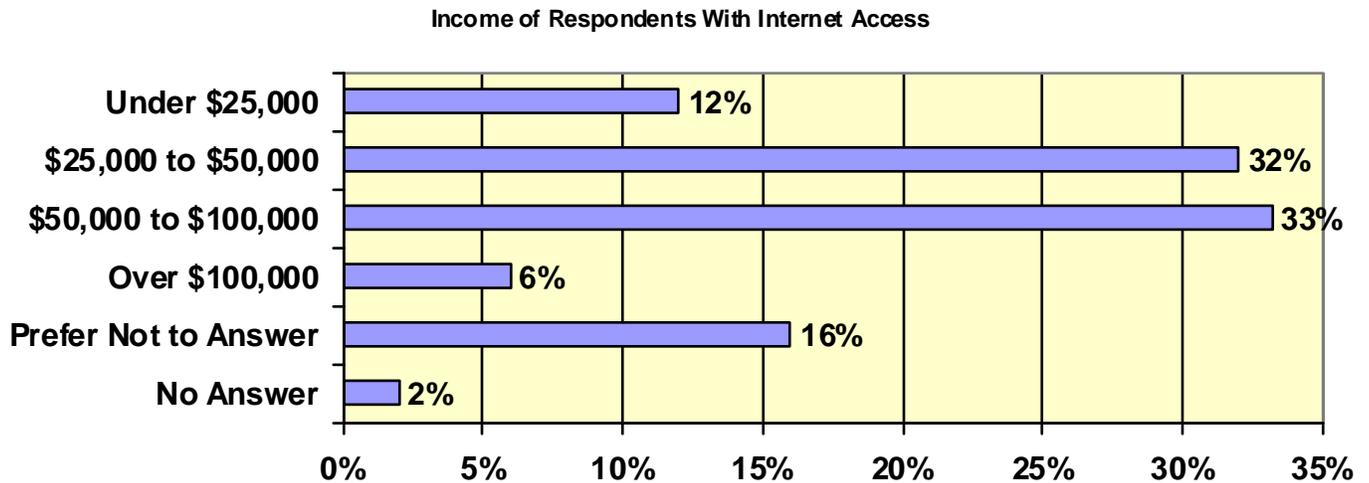
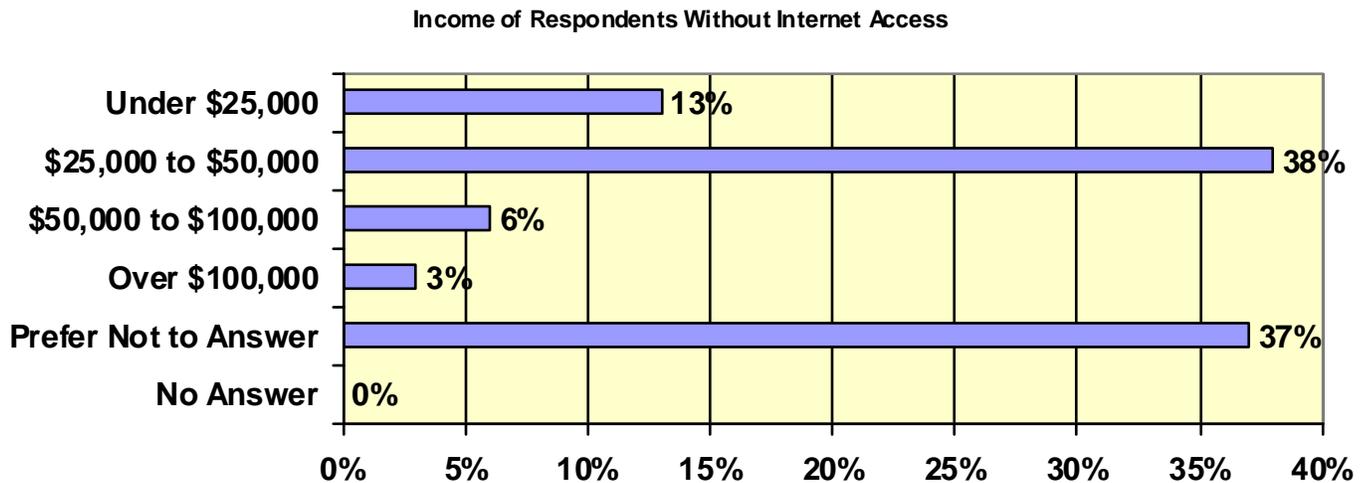


Chart 22



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Four hundred and ninety-eight (498) of the respondents provided the number of people that live in their households, for an average of 2.6 persons per household (Question #25).

Question #26 asks respondents if they own or rent their home and provides an opportunity to answer “Other.” Ninety-four percent (94%) of respondents answered that they did own their own homes, with three percent (3%) responding they rented and three percent (3%) responding “other.”

Chart 23

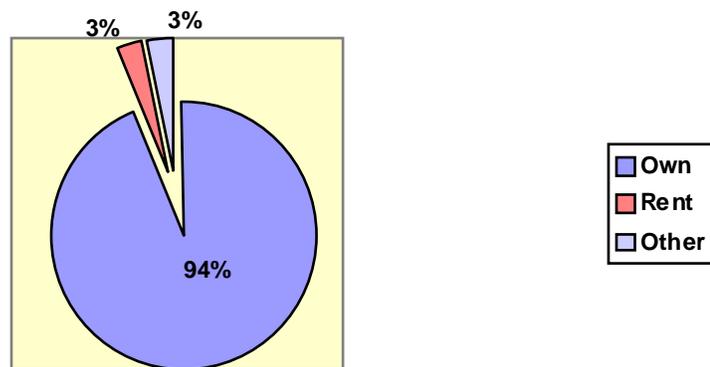
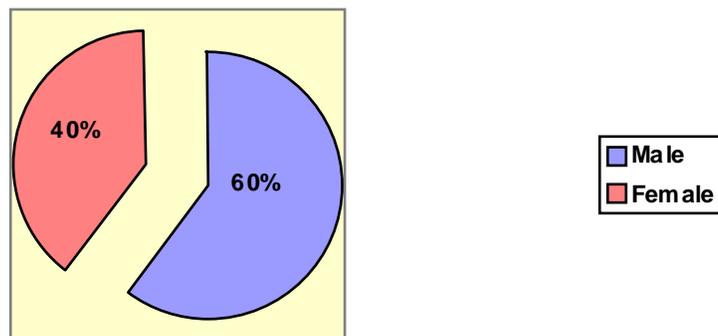


Chart 24

Sixty percent (60%) of the respondents that completed the survey were male, while forty percent (40%) were female (Question #27).



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Conclusions

We believe that with the overall response rate of over forty-two (42) percent of the twelve hundred (1,200) surveys that the County can be assured that these results are representative of the residents in the County. The results suggest that within the County approximately fourteen thousand (14,000) households do not have Internet access due to lifestyle concerns and approximately ten thousand (10,000) households have dial-up services. Combined, this suggests that approximately forty-five (45) percent of the County's approximately fifty-three thousand (53,000) households are underserved with broadband Internet access.

Of those households that have broadband Internet access, the majority appears to be subscribing to cable modem or DSL services.

Thirty percent of the respondents that have Internet access were somewhat or very dissatisfied with the service with the main reason being the speed of the service. This correlates very well with twenty-six (26) percent Internet access via dial-up means.

Additional insights and conclusions:

- Ninety-two (92) percent of the respondents that currently have Internet access were either interested or may be interested in switching providers with Price (ninety-two (92) percent) and Speed (eighty-two (82) percent) being the driving factors;
- Thirty-five (35) percent of the respondents answered that telecommuting was either a definite possibility or a possibility in the future. With one hundred (100) percent answering the Internet connection Speed was the primary impediment;
- Of those respondents with Internet access, sixty-five (65) percent earn between twenty-five (\$25,000) thousand and one hundred (\$100,000) thousand per year and fifty-seven (57) are between the ages of thirty-five (35) and fifty-four (54); and
- Contrasted with those with Internet access, those without Internet access earned less (thirty-eight (38) percent earned between twenty-five (\$25,000) thousand and fifty (\$50,000) thousand) and were older (forty-three (43) percent were over sixty-five (65)).

Marathon County Broadband Internet Access Survey

1. Do you have internet access at your home? a. Yes b. No

IF "YES" PLEASE GO TO QUESTION # 3.

IF "NO" PLEASE ANSWER THE FOLLOWING QUESTION:

2. We do not have internet access at home because of: (check **ALL** that apply)
- a. We do not have a computer b. The price c. It's not available where we live
- d. It's a personal lifestyle decision e. We have no interest in it
- f. We don't know how to use the internet

Other (please explain)

IF YOU HAVE ANSWERED QUESTION #2, PLEASE GO DIRECTLY TO QUESTION #22

3. Our internet access is:
- a. Dial-Up b. DSL (Digital Subscriber Line) c. Cable Modem d. Satellite
- e. Wireless f. Not Sure/Don't Know
4. Do you have a choice of *other* internet access at your home (Check **ALL** that apply)?
- a. DSL b. Cable Modem c. Satellite d. Wireless e. Not sure/Don't Know
5. Who is your internet provider?
- a. Charter Cable b. Verizon c. AirRunner Networks d. HughesNet e. Solarus
- f. AirNet/Network Professionals g. Network Professionals (DSL) h. Not Sure/Don't Know
- i. Other (please write in company name) _____
6. How long have you had internet service (all providers)?
- a. Less than 1 year b. 1 to 3 years c. 3 to 5 years d. More than 5 years
7. How satisfied are you with your current internet provider?
- a. Very Satisfied b. Somewhat Satisfied c. Neutral
- d. Somewhat Dissatisfied e. Very Dissatisfied

8. If you answered **SOMEWHAT DISSATISFIED** or **VERY DISSATISFIED** to Question #7, is it because of: (check **ALL** that apply):

- a. Price b. Speed c. Outages/Repair d. Customer Service

Other reasons for dissatisfaction (please explain):

9. If you had a problem with your internet service, was the problem solved:

- a. Quickly and professionally b. After several attempts c. Not at all

10. Do you consider your internet service provider to be:

- a. Excellent b. Good c. Neutral d. Needs Improvement e. Poor

11. How many computers in your home are connected to the internet? _____

12. How do you use the internet? (check **ALL** that apply)

- a. Email b. News c. Shopping d. Social Networking
 e. Distance Learning f. Downloading Music or Videos g. Farming/Agriculture
 h. Homework i. Other research (medical, consumer information, travel, etc.)

Other (please explain)

13. Please indicate if someone in your household has a home-based business or telecommutes (*current and future plans*).

Internet Used for:	Current		Future		
	Yes	No	No Plans	Possibly	Definitely
Home Based Business	<input type="checkbox"/>				

Internet Used for:	Current			Future		
	Yes	Optional	No	No Plans	Possibly	Definitely
Telecommuting for Work	<input type="checkbox"/>					

14. If you have responded that telecommuting was an “Optional” for you, *or someone in your household*, (i.e. employer(s) would allow it) why are you not telecommuting?

- a. Internet speed b. Inadequate computer c. Unsuitable work environment d. Other

15. Including yourself, how many people in your household go online from home?

- a. Children (to age 12) _____ b. Teens (13-19) _____
 c. Adults (20-35) _____ d. Adults (36-60) _____ e. Adults (61 and over) _____

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16. How many hours per day is the internet used in your home (by you *and* family members)?
 a. 0-2 b. 3-4 c. 5-6 d. More than 6
17. Are there some things that you would like to do on the internet *that you are unable to do currently or are frustrated with*, because of the services provided by your current internet service provider: (check all that apply)
 a. Transmit pictures or videos b. Take online courses c. Watch online movies/TV programs
 d. Online gaming e. Telemedicine f. Web based business
 g. Access agricultural information h. Telecommuting
 i. Other _____ **OR** j. Current service is adequate
18. Approximately, how much per month do you pay for your current internet service? \$ _____
19. Do you think that the price is: a. Reasonable b. Somewhat high c. Too high
20. If you could get a significantly **higher connection speed**, how much more per month would you be willing to pay for your internet service?
 a. \$10 to \$20 b. \$20 to \$30 c. More than \$30 **OR** d. Not interested
21. If there were a new broadband internet service provider available to you, (either public or private service provider), would you consider switching your service to that provider? a. Yes b. Maybe c. No
- 21A. If you answered “**Yes**” or “**Maybe**” what would cause you to switch your internet service (Check **ALL** that apply)?
 a. Price b. Speed c. Reliability d. Customer Service e. Other

PLEASE PROVIDE US THE FOLLOWING INFORMATION ABOUT YOURSELF

22. What City/Town/Village do you live in? _____
23. Age a. 18-24 b. 25-34 c. 35-44 d. 45-54 e. 55-64 f. 65 and older
24. Household Income
 a. Under \$25,000 b. \$25,000 to \$50,000 c. \$50,000 to \$100,000
 d. Over \$100,000 **OR** e. Prefer Not to Answer
25. How many people live in your household? _____
26. Do You Own or Rent Your Home?
 a. Own b. Rent c. Other
27. What is your gender? a. Male b. Female

Thank you for your assistance, please return by **July 22** in the envelope provided

MARATHON COUNTY

INTERNET ACCESS SURVEY RESULTS

Key Number	Location	Have Internet	Have No Internet	Not Available
1	Abbotsford	1	1	0
2	Athens	10	7	0
3	Bergen	2	1	0
4	Berlin	1	1	0
5	Bern	1	4	1
6	Beverit	10	2	1
7	Birnamwood	3	0	0
8	Brighton	3	0	0
9	Cassel	4	6	0
10	Cleveland	6	2	0
11	Colby	3	1	0
12	Day	6	1	0
13	Easton	6	1	0
14	Edgar	20	13	1
15	Eland	1	2	0
16	Elderon	0	1	0
17	Emmet	3	1	1
18	Frankfort	9	1	0
19	Franzen	2	0	0
20	Green Valley	3	0	0
21	Gunther	3	2	0
22	Hasley	1	0	0
23	Hamburg	2	0	0
24	Harrison	7	1	0
25	Hatley	16	9	3
26	Hewitt	3	0	0
27	Holton	2	4	1
28	Hull	3	2	0
29	Johnson	3	2	0
30	Maine	26	7	2
31	Marathon	8	3	1
32	Marshfield	1	0	0
33	McMillan	2	0	0
34	Milan	2	0	0
35	Moshee	3	2	0
36	Norrie	12	5	1
37	Plover	4	4	0
38	Raid	8	3	0
39	Rd Mountain	15	0	0
40	Rietbrock	5	0	0
41	Ringle	2	0	0
42	Rothschild	18	5	0
43	Schofield	2	2	0
44	Stein	2	1	1
45	Stratford	9	2	0
46	Texas	2	6	0
47	Unity	1	0	0
48	Wausau	82	20	0
49	Wien	2	1	0
50	Weston	34	3	1

